

Customer Satisfaction: AMS and COVA will develop a customer satisfaction report card based on key indicators and performance targets by February 1, 2001. This report card may be revised as mutually agreed. The report card will assess customer satisfaction in the areas of AMS *Buysense* Solution functionality, reliability, ease of use, value, and problem resolution. AMS will provide COVA a monthly customer satisfaction report card. For indicators that do not meet targets, AMS will develop, for COVA's review and approval, a corrective action plan designed to meet the objective. Every six months AMS will measure customer satisfaction based on a customer survey

Buysense Solution Problem Escalation Policy

Priority 1

If an issue is considered a Priority 1—a problem causing critical impact to the business operation—and the matter is not resolved quickly, AMS will commit substantial resources around the clock to resolve the situation. AMS will use all commercially reasonable efforts to restore the service within 4 hours. AMS will immediately expedite escalation within 10 minutes of detection or notification to the party or parties required to resolve the issue. Resolution may be in the form of a temporary work around, at which time a permanent fix will be pursued and scheduled.

Example of Priority 1

If a server outage has occurred, AMS will escalate the matter to Digital Island. The AMS Client Care Team will notify the client (specific contact/telephone number to be given) within thirty minutes of either the detection or notification of a Priority 1 problem. Each COVA Entity will have its own references (i.e. person, place & telephone numbers) to contact. The AMS Client Care Team will send a status update, either by phone or e-mail to the client every hour during normal business hours, or more frequently as warranted, until the problem is resolved or until a feasible workaround is found.

Should the problem be reported after the client's regular business hours, the AMS Client Care Team will contact, by a mutually agreeable method (i.e. phone, page, ore-mail), the primary person (name and number to be given) and/or secondary person (name and number to be given), if the primary person is not available within thirty minutes of the reported problem.

Should a Priority 1 problem be detected by the system and not reported by a client, the AMS Client Care Team will notify the client within thirty minutes of either the detection or notification of a Priority 1 problem. They will apprise the client of the issue and send status updates to the client every hour during *Buysense* normal business hours, or more frequently as warranted, until the problem is resolved or until a feasible workaround is found. Whether detected by the system or reported by the client, AMS Client Care will place an alert on the Portal, when possible, so that as

users sign on, they will be made aware of the issue and the expected resolution time. Also a broadcast e-mail will be sent to the known affected client(s) users. These alerts will be updated as needed.

Warning: A client should not rely on electronic mail to submit a Priority 1 problem to the AMS *Buysense* Client Care Team but call directly when such a situation arises.

Priority 2

If the issue is considered a Priority 2—a problem causing the service to be significantly impacted—and no workaround is immediately available, AMS will commit substantial resources around the clock to resolve the situation. AMS will use all commercially reasonable efforts to repair the service within 6 hours. AMS will immediately expedite escalation within 20 minutes to the party or parties required to resolve the issue. Resolution may be in the form of a temporary work around, at which time a permanent fix will be pursued and scheduled.

Example of Priority 2

If a client reports that a problem is detected in the software and 90% of all transaction types are working as they should be, but the other 10% have a delay in the response to the client, then the AMS *Buysense* Specialist will escalate the matter to the appropriate persons on the AMS *Buysense* Team within 20 minutes. The AMS *Buysense* Specialist will notify the client within thirty minutes of either the detection or notification of a Priority 2 problem. The AMS Client Care Team will send a status update, either by phone, page or e-mail to the client every 2 hours, or more frequently as warranted, until the problem is resolved or until a feasible workaround is found

Should the problem be reported after the client's regular business hours, the AMS Client Care Team will contact, by a mutually agreeable method (i.e. phone, page, or e-mail), the primary person (name and number to be given) and/or secondary person (name and number to be given), if the primary person is not available, within thirty minutes of the reported problem.

Should a Priority 2 problem be detected by the system and not reported by a client during *Buysense* normal business hours, the AMS Client Care Team will notify the client within thirty minutes of either the detection or notification of a Priority 2 problem. They will apprise the client of the issue and send status updates to the client every 2 hours, or more frequently as warranted, until the problem is resolved, or until a feasible workaround is found. Whether detected by the system or reported by a client, AMS Client Care will place an alert, if appropriate, on the Portal, when possible, so that as users sign on they will be aware of the issue and the expected resolution time. Also a broadcast e-mail will be sent to the known affected client(s) users. These alerts will be updated as needed.

Priority 3

If the issue is considered a Priority 3—a problem where functionality is impaired, but most business operations are performing normally—actions will be taken as described in the example below.

Example of Priority 3

An example might be that AMS has detected a problem with one of the communication cards in a server. The server is still functioning, due to the dual communication card configuration, but we will want to correct the problem as quickly as possible. AMS will immediately escalate the issue within 1 hour to the party or parties required to resolve the issue. AMS will use all commercially reasonable efforts to correct the problem within 24 hours. In this case, we would contact Digital Island who would dispatch and schedule Sun to replace the defective card.

Should a Priority 3 problem be detected by the system and not reported by a client, the AMS Client Care Team will notify the client within thirty minutes of either the detection or notification of a Priority 3 problem. They will notify the client of the issue and apprise them that the matter will be addressed within 4 hours.

Should the problem be reported after the client's regular business hours, the AMS Client Care Team will contact, by a mutually agreeable method (i.e. phone or e-mail), the primary person (name and number to be given) and/or secondary person (name and number to be given), if the primary is person is not available, within thirty minutes of the reported problem.

Should a Priority 3 problem be detected by the system and not reported by a client during Buysense normal business hours, the AMS Client Care Team will notify the client within thirty minutes of either the detection or notification of a Priority 3 problem. The AMS Client Care Team will send a status update to the client every 4 hours, or more frequently as warranted, until the problem is resolved, or until a feasible workaround is found. Whether detected by the system or reported by the client, AMS Client Care will place an alert if appropriate, on the Portal when possible so that as users sign on they will be aware of the issue and the expected resolution time. Also a broadcast e-mail will be sent to the known effected client(s) users. These alerts will be updated as needed.

Priority 4

If the issue is considered a Priority 4, which may be a request for information or assistance that is not of a critical nature, it will be addressed by the next business day.

Example of Priority 4

Should a client report a Priority 4 problem, the AMS Client Care Team will work with the client to develop a mutually agreeable schedule to address the

issue/problem. If detected other than by the client, AMS will send notification to the client within thirty minutes of detection and apprise them of the issue and that the matter will be addressed within 24 hours. The AMS Client Care Team will send a status update to the client as frequently as warranted during *Buysense* normal business hours until the problem is resolved, or until a feasible workaround is found.

Escalation

If a client feels that the quality of the service or adequate forward progress is not satisfactory, they should escalate the matter by calling the AMS Client Care Team and requesting that the appropriate management personnel be contacted. All efforts will be undertaken by the contacted individual to create a satisfactory solution for the client. A review of the proposed plan for the current problem will be reviewed with the client representative. Both the AMS Client Care Team and the client should work together to achieve a mutually agreeable approach. It is anticipated that the use of the escalation matrix will be undertaken only in the event of a business critical situation, or that the response by the AMS Client Care Team is unacceptable to the client.

The client may use the following escalation contacts to address any matter involving *Buysense*.

<u>Escalation Level</u>	<u>Name</u>	<u>Phone Number(s)</u>	<u>E-mail Address</u>
Initial contact:	<i>Buysense</i> Specialist	TBD*	TBD*
First Escalation	Tim Landy	781-557-1025	tim_landy@ams.com
Second Escalation	Jim McCarthy	781-557-1022	jim_mccarthy@ams.com

Categorization and Logging of New Problems

When a problem is reported by a User or is otherwise brought to the attention of the AMS *Buysense* Team, the AMS *Buysense* Client Care Specialist will (1) Assign an Incident Tracking Number, (2) Record the problem in the Incident Tracking Log, and (3) Assign a priority level to the problem.

The AMS Client Care Specialist will relay the Incident Tracking Number and the priority level assigned to the User while still on the phone, if possible. For Priority 1 and 2 problems, the AMS Client Care Specialist will relay this information by telephone during *Buysense* normal business hours, even if the problem was reported by e-mail. If the problem is detected after *Buysense* normal business hours, the client

* Numbers and e-mail addresses for the initial contact point and the first escalation will be provided prior to implementation. Also, all changes to phone numbers and names will be forwarded in a timely manner to the specified contact or contacts at the client site.

will be contacted according to a mutually agreed upon process of notification for Priority 1 and 2.

Notifications to Impacted Users

The AMS Client Care Team will use all of the following methods to notify all known impacted users of all unresolved problems, the expected resolution time, workarounds identified, and the final resolution.

- Place an alert, if appropriate and possible, on the Portal that will notify users as they sign into *Buysense*. Update the alert as needed to reflect the current status of the problem.
- Send a broadcast e-mail to all known impacted users, with copies to the AMS *Buysense* System Administrator, the COVA Contract Administrator, and any other primary contacts (to be given by each client). Send a follow-up e-mail when the problem is resolved.
- Notify the individual who reported the problem when the problem is resolved or when a feasible workaround is found.
- For new Priority 1 and Priority 2 problems detected or reported during the hours of 6 a.m. through 10 p.m. (EST), the client would be contacted within thirty (30) minutes of initial failure and upon resolution or when a feasible workaround is found.
- For unresolved Priority 1 problems only, send an updated broadcast e-mail each hour during *Buysense* normal business hours, or more frequently as warranted, to all known impacted users, with copies to the AMS *Buysense* System Administrator, the COVA Contract Administrator, and any other primary contacts (to be given by each client) until the problem is resolved or until a feasible workaround is found.
- For unresolved Priority 2 problems only, send an updated broadcast e-mail every 2 hours, or more frequently as warranted, to all known impacted users, with copies to the AMS *Buysense* System Administrator, the COVA Contract Administrator, and any other primary contacts (to be given by each client) until the problem is resolved or until a feasible workaround is found.

Escalation Procedures

Exhibit 7-6 summarizes the problem escalation procedures during *Buysense* normal business hours that have been defined as 6AM-10PM EST:

Exhibit 7-6
Summary of Escalation Procedures

	Priority 1	Priority 2	Priority 3	Priority 4
Notification to the client	Within 30 minutes of notification or	Within 30 minutes of notification or	Within 30 minutes of notification or	Within 30 minutes of

	detection of problem	detection of problem	detection of problem	notification or detection of problem
Updates to the client	Every hour until resolved or work around is implemented	Every 2 hours until resolved or work around is implemented	Every 4 hours until resolved or work around is implemented	Every business day until resolved
Notification to <i>Buysense</i> * Resources	Within 10 minutes of noting problem as a priority 1	Within 20 minutes of noting problem as a priority 2	Within 1 hour of noting problem as a priority 3	Within 4 hours of noting problem as a priority 4
Resource Commitment	Resources will be committed around the clock to restoring service	Resources will be committed around the clock to correct service	Within 4 hours Resources will be committed to identify problem and solution. Schedule fix within 24 hours.	Resources will be committed to work on the issue as needed.
Use of Broadcast E-mail and/or Portal alert	Broadcast E-mail and/or portal alert will be created, if possible and appropriate. Updated as needed	Broadcast E-mail and/or portal alert will be created, if possible and appropriate Updated as needed	Broadcast E-mail and/or portal alert will be created, if appropriate. Updated as needed.	Broadcast E-mail and/or portal alert will be created, if appropriate. Updated as needed
Response	AMS will use all commercially reasonable efforts to restore the service within 4 hours. Resolution may be in the form of a temporary work around, at which time a permanent fix will be pursued and scheduled.	AMS will use all commercially reasonable efforts to repair the service within 6 hours. Resolution may be in the form of a temporary workaround at which time a permanent fix will be pursued and scheduled.	AMS will use all commercially reasonable efforts to correct the problem within 24 hours.	AMS will work with the client to develop a mutually agreed to schedule to address the issue/problem.

Note: For problems reported by e-mail, the Escalation and Resolution Expectation timeframes may begin up to two hours after the e-mail is sent to the AMS Client Care Team, provided that such e-mail is sent during the hours of 6 a.m. to 10 p.m. (EST) on a Business Day (Monday through Friday, except holidays). For e-mails that are submitted either on weekends, holidays or between the hours of 10 p.m. to 6 a.m. (EST), such e-mails will be responded to by 8 a.m. (EST) on the next Business Day that the AMS Client Care Team facility is open.

Procedures for Further Escalation: COVA may contact anyone as AMS deemed necessary to resolve the problem or assist in problem escalation. The COVA Contract Administrator will take reasonable effort to contact the AMS Client Care team of contacts made outside of *Buysense*.

* AMS Resources may be AMS personnel, Digital Island Personnel or Ariba Personnel or any party required to deal with either a problem detected by *Buysense* or a problem reported to *Buysense*.